

Compliance Letter
For WC Docket No. 05-196

To Whom It May Concern:

ChiliTech Internet Solutions is submitting this compliance letter in regards to the terms of WC Docket No. 05-196. The request is for information on how ChiliTech will provide 911 services for its Voice Over Internet Protocol (VoIP) service.

Currently ChiliTech is only offering service in 7 counties of Pennsylvania in which our provider CTSI has local exchanges. ChiliTech requires all customers to update their 911 address information by logging into their account center before their service is turned on. Once a customer has updated their 911 address their service becomes active. The customer is given large red stickers which they can place on their phones stating the following:

“Your E911 service will NOT operate during broadband, server, or power outages or if you move your device without updating your E911 address. Dial 611 if you have any questions.”

Along with the red stickers we also supply a full page document describing the importance of maintaining their 911 information as well as the procedure to update it. Our document also explains that their service will not become active until they update their 911 address information.

The way in which we perform 911 call routing is based on the address placed into our account center by the customer. When a customer dials 911 we append a digit to the number correlating to the country which they are calling and CTSI uses that digit to route the call to the correct PSAP for the caller. We have tested calls from all 7 counties with CTSI and the corresponding PSAP for each county.

If a customer updates their address with an address outside of our 7 country area their service is immediately turned off and the only place they can call is our tech support number. The customer is also immediately informed of this via the account center, when they submit the new address. They receive a message telling them why their service has been shut off and the number with which to reach our VoIP technical support.